

**741—2.3(182) Informal settlement of controversies.** Every possible attempt will be made to handle all complaints and controversies, whether raised by the board, or by members of the public, in an informal manner.

**2.3(1)** In cases of a routine nature, the chairperson or assistants employed by the board shall attempt to settle the matter. In cases indicating a need for interpretation of board policy or legal interpretation, assistants employed by the board may defer action until after consultation with the chairperson or with legal counsel, or the chairperson may defer action until after consultation with legal counsel, or either may defer action until after discussion of the subject at a board meeting.

**2.3(2)** In cases not of a routine nature, or in cases in which the efforts of the assistants employed by the board or chairperson are unsuccessful, the board itself shall act to resolve the matter. In cases indicating a need for legal advice, the board may defer action until after consultation with legal counsel.

This rule is intended to implement Iowa Code section 17A.10.